

**GEROSABREN CORP., INC. / Kingsbury Villas**  
**16841 Kingsbury St.**  
**Granada Hills, CA 91344**

**EFFECTIVE JULY 31, 2010**  
**The Building EMERGENCY PHONE NUMBER is**  
**(818) 674-7596**

AVAILABLE FROM 5:30 PM TO 9:30 AM (M-F), AND ALL HOLIDAYS/WEEKENDS

**PROBLEMS TO BE CONSIDERED AN EMERGENCY**

- Kitchen sink stoppages that occur on weekends and any sink stoppages where the water in the sink is overflowing onto the floor.
- Toilet stoppages are emergencies at all times, unless the apartment has two bathrooms and one bathroom is functioning properly. There is a water shut-off valve near the base of the toilet which should be turned clockwise to stop the flow of water until repairs can be made.
- Ruptured pipes, inside or outside of the apartment, or garages.
- Any running water/faucet that will not turn off. (Please note that a dripping faucet is not an emergency and will be scheduled to be repaired as soon as possible, during normal business hours, Monday through Friday, between 9:30 AM and 5:30 PM.)
- Broken windows on the first floor. Windows on the second floor or above are not considered emergencies and will be scheduled for repairs as soon as possible during normal business hours, Monday through Friday, 9:30 AM to 5:30 PM.
- Entire building is without hot water. If Emergency Personnel find the water heater must be replaced, this will be scheduled to be repaired as soon as possible.
- No wall heater or air conditioner repairs after 5:30 PM. Gerosabren Corp., Inc. personnel will schedule for repairs to be made as soon as possible, during normal business hours, Monday through Friday, 9:30 AM to 5:30 PM.
- Gas leaks. If you smell gas, call 911 or the Gas Company and open all windows immediately.
- Fire. If you have a fire or see a fire, please call 911 immediately and then please call the emergency number and alert the manager.
- Electrical power blackout or outside security lighting in garage area or entire building. (Please note, a single burnt-out light is not an emergency.)
- If power is out throughout the entire apartment. (Please note that a power failure in a portion of any individual apartment is not an emergency and will be scheduled for repairs as soon as possible during normal business hours, Monday through Friday, 9:30AM to 5:30 PM.)

**Getting locked out of the building, parking, or your apartment after 5:30PM and before 9:30 AM is NOT an emergency. Residents who get locked out between 5:30 PM and before 9:30 AM must call a local locksmith. Any Resident who is assisted by Lockout Emergency Personnel will be charged the emergency fees.**

**Any loud noises, music etc. by neighboring tenants between 5:30PM and before 9:30AM is NOT an emergency. Residents who are disturbed by such nuisances between 5:30PM and 9:30AM must call the police, not the Resident Manager. Non-Emergency Police Response 877-ASK-LAPD**

Please make every effort to keep maintenance costs to a minimum and please be considerate of Emergency Personnel who are there to assist you. Thank you!

**ALL FALSE EMERGENCY CALLS WILL BE BILLED TO THE TENANT!**